

***First Judicial District of Pennsylvania's ("FJD")
Invitation to Bid ("ITB")
For
Digital Transcription Services
Philadelphia Family Court
Dated October 2, 2019
VENDORS' QUESTIONS AND ANSWERS ("Q&A")
<http://courts.phila.gov>***

- 1. *My company does not provide hardcopy paper transcripts. All completed transcripts will be in a digital format. Is this acceptable?***

The FJD requires delivery of hard copies of the transcripts signed by the transcriber to certify the accuracy of the transcripts.

- 2. *Who is currently providing these services to the FJD?***

N/A

- 3. *What are the per-page rates for transcription services currently?***

CURRENT:

21 day return @ \$1.35 per page

14 day return @ \$1.60 per page

7 day return @ \$1.85 per page

Less than 7 day return @ \$2.10 per page

Each order is for TWO transcripts – one for the litigant and one for the presiding judge. The litigant placing the order also has an option to order additional copies at a charge of \$.25/page (rare).

- 4. *What audio recording system is used to generate the recording for the FJD?***

FTR GOLD.

- 5. *Are log notes or other related paperwork (case caption, spelling of names of participants, etc.) provided to the transcription vendor along with the audio files?***

The FJD provides the raw audio, case caption, docket number, Master's name, hearing date, and the type of return being ordered.

- 6. *3N of Attachment 1 indicates that the cover is to be blue. Will the FJD accept black backers?***

No, blue is required.

- 7. *Attachment 1, Item 5 indicates that pickup and deliveries will be by messenger twice weekly. Can you clarify what the vendor would be picking up if the files for transcription are to be sent electronically via SFTP?***

Attachment 1, Item 5 is hereby revised. Transmission of the audio via SFTP eliminates the necessity to pick up the audio media.

8. For transcript delivery, can the 'messenger' be via USPS, FedEx or UPS provided the fees are paid by the vendor?

That would be acceptable, provided the vendor guarantees delivery of transcripts within their applicable timeframes.

9. Attachment 1, Page 15 references a messenger for incoming and outgoing work. Will the audio files be uploaded to our secure portal or will we have to pick up from your office?

See answers to questions 7 and 8 above.

10. How many awards are intended?

The FJD is currently seeking to enter a requirements contract with a single qualified vendor.

11. Will completed transcripts be printed and delivered or will an e-copy suffice?

See answer to question 1 above.

12. Are out-of-state companies allowed to bid?

Yes. See Provision 9 of the ITB.

13. Are foreign (non-US) owned companies allowed to bid?

Yes. See Provision 10 of the ITB.

14. In Attachment 1, under pickup and delivery, it says the transcription service is to pick up and deliver all incoming and outgoing work by messenger. I am out of state. Is digital delivery acceptable?

See answers to questions 1, 7, 8, and 9 above.

15. What is the contract value?

It is not in the policy of the FJD to release contract value information at this time. It is the FJD's preference that prospective vendors independently prepare their most competitive cost proposals in accordance with the terms, conditions and specifications of the ITB.

16. Would the FJD consider electronically uploading audio files to a secure website in lieu of physical pickup?

The ITB provides for transmitting the audio files to be transcribed to the vendor via secure SFTP. All audio files transmitted remain the sole property of the FJD.

17. Would the FJD consider electronic delivery via email or secure download in lieu of physical delivery of transcripts?

See answer to question 14 above.

18. What is the duration of the contract?

One year initial term with option to renew.

19. Are there any options to extend?

See answer to question 18 above.

20. Are there any liquidated damages?

Not at this time however, the FJD reserves the right to recommend said requirement within the contract terms.

- 21. How should our bid response be structured? Aside from the pricing page, how are we to structure our responses? In “free form” essay? Should they address the criteria in section 4?**
“Free form” essay is acceptable for the cover letter. See Provision 4 of the ITB. If additional/alternative services are recommended beyond the scope of this ITB, vendor may submit recommendation(s) as an addendum to your bid.
- 22. The estimated volume is 20,000 pages per year. Volume may be higher or lower. Does each transcript require the original and two additional, one for each attorney? Therefore using 60,000 pages of paper/toner, etc. Any specifics here would help us on our price.**
Each order is for TWO transcripts – one for the litigant and one for the presiding judge. The litigant placing the order also has an option to order additional copies at a charge of \$.25/page (rare).
- 23. What is an approximate amount of pages per transcript?**
Variable.
- 24. A female-owned, minority company, our M/W/DSBE certification has expired. Please advise the category we would use to place a bid on this offering. In other words, what are our options to participate in this bid?**
All interested vendors are welcome to participate in this solicitation regardless of M/W/DSBE certification status; see Provision 5.4 of the ITB for additional details.
- 25. On Attachment 1, under number five, Pickup and Delivery: What type of incoming and outgoing work needs to be picked up by messenger twice per week?**
See answers to questions 1, 7, 8, 9, 11, 14, 16, and 17 above.
- 26. Do the transcribers who prepare these transcripts have to be certified? For example, hold a certification from AAERT or NCRA?**
Transcriptionists need to certify their transcripts, but need not hold formal certifications from AAERT, NCRA, or any other certification entity.
- 27. On Attachment 1, under number six, Other Conditions: It states that Vendor agrees not to accept orders directly from parties or attorneys. Does this only relate to parties or attorneys involved in cases from the Domestic Relations Division? In other words, is the Vendor restricted from providing transcription to parties and attorneys in non-Domestic Relations cases?**
No, this provision applies to any/all parties or individuals. The Selected Vendor is prohibited from accepting any direct orders for transcripts of audio from the FJD’s proceedings since the audio tapes are proprietary and exclusively owned by the FJD.

End